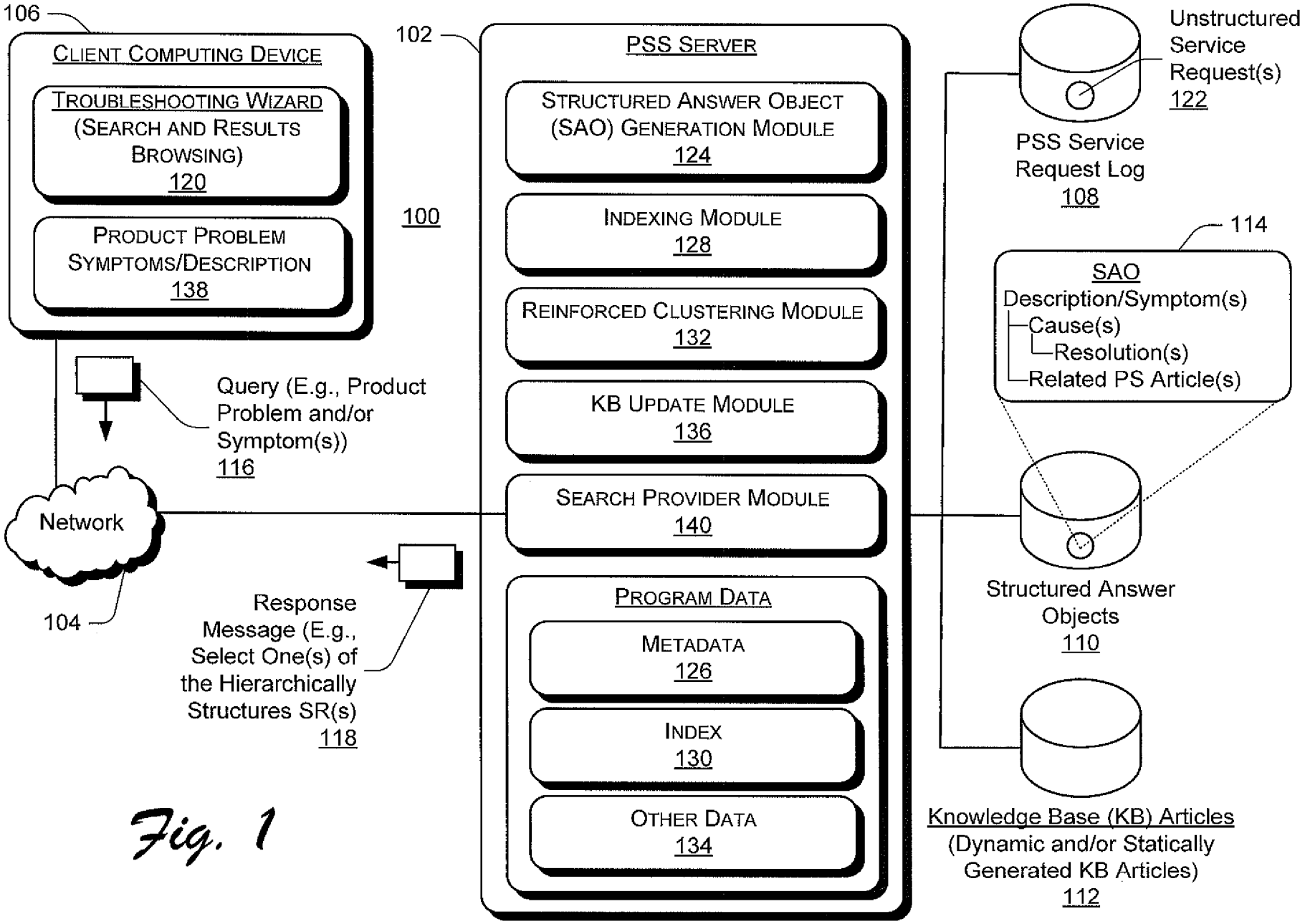

Fig. 1

DOCKET NO. MS1-1892US
TITLE: MINING SERVICE REQUESTS FOR PRODUCT SUPPORT
INVENTORS: ZENG ET AL.
REPLACEMENT SHEET

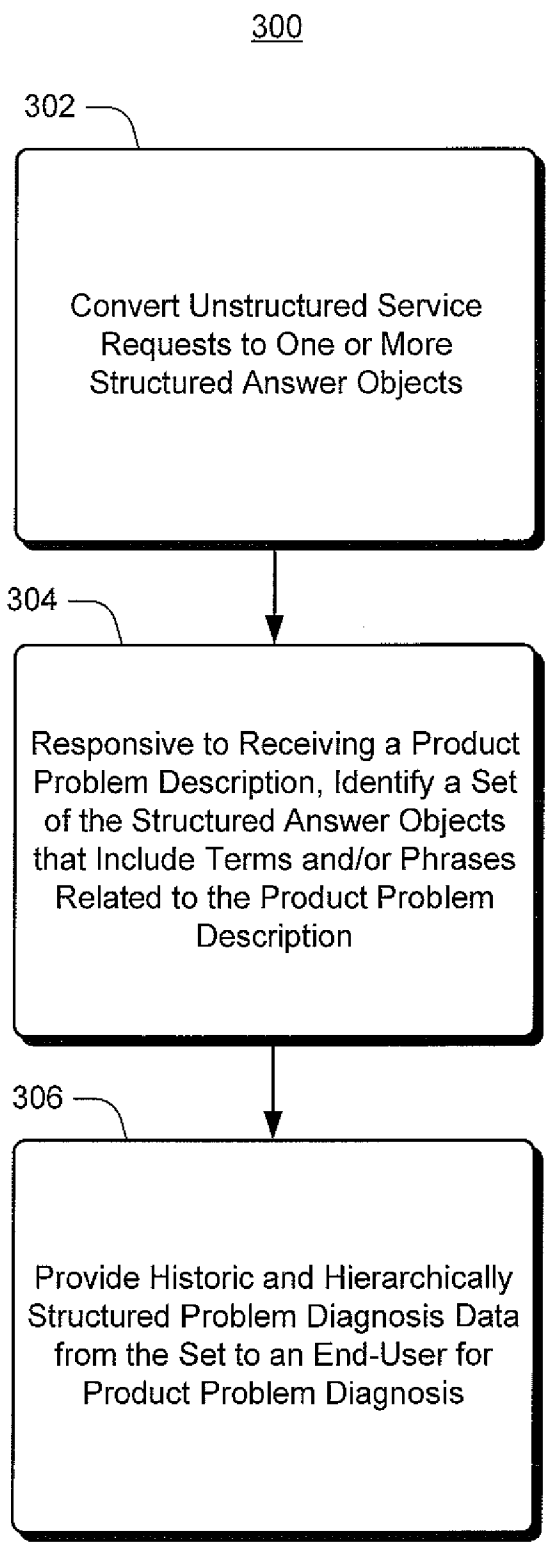
300
302
Convert Unstructured Service Requests to One or More Structured Answer Objects
304
Responsive to Receiving a Product Problem Description, Identify a Set of the Structured Answer Objects that Include Terms and/or Phrases Related to the Product Problem Description
306
Provide Historic and Hierarchically Structured Problem Diagnosis Data from the Set to an End-User for Product Problem Diagnosis

Fig. 3